

The claims defining the invention are as follows:

1. An automated survey system that allows a client to enter questions and responses through the internet in a text format and have the computer system convert the text to speech synthesis for the respondents to listen and reply to using their telephone to connect to the system.
- 5 2. The automated survey system of claim 1 wherein the system prints out the survey questions and answers for the client.
- 10 3. The automated survey system of claim 1 wherein the client enables the survey immediately by paying utilising a credit card payment gateway.
- 15 4. The automated survey system of claim 1 wherein the results obtained from the respondents is collected directly into a database.
- 5 5. The automated survey system of claim 1 wherein the results can be displayed to the client immediately on the internet.
- 20 6. The automated survey system of claim 1 wherein the computer system uses voice recognition capabilities to collect the respondents answers.
- 25 7. The automated survey system of claim 1 wherein the text to speech synthesis is replaced with a human voice reading the text.
8. The automated survey system of claim 1 wherein the respondent can respond to the survey on the internet.

30 DATED THIS EIGHTEENTH DAY OF APRIL, TWO THOUSAND AND ONE.

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